

Minneapolis
City of Lakes

**Operations &
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Traffic Control 612 335-5932

Space Planning 612 673-3343

November 19, 2002

**In the matter of the
Heating, AC and Ventilating
Refrigeration Systems Installer and
Gas Fitter licenses for
France LLC dba: Maple Grove Heating
And Air Conditioning,
401 County Road 81
Osseo, MN 55369
License Wide license**

**Findings of Fact,
Conclusions and
Recommendations**

This matter came to the attention of the License Division following a complaint from several city mechanical inspectors. Mr. Steven France, the owner of Maple Grove, Al Olson, northside supervisor, Mechanical Inspector Jared Ellingson, Mechanical Inspector Jon Knudson and License Inspector Julie Casey met to discuss concerns with the operation of Maple Grove Heating and Air Conditioning. Mr. Steven France decided to forego a hearing and stipulate to the following findings of fact.

FINDINGS OF FACT

1. France LLC, dba Maple Grove Heating and Air conditioning, obtained a Minneapolis trade license as of February 12, 2002.
2. In less than one year, Maple Grove had received over 9 violation citations of the Minneapolis Mechanical codes. Two business owners had filed complaints concerning the poor quality of work and failure to complete the work in a timely manner.
3. Inspector Jared Ellingson noted that on numerous occasions his attempt to call and speak to Steven France or Master holder Stephen MacDonald had gone unanswered. Additionally contractors are required to call for inspections after work is completed and Maple Grove was not calling for final inspections.
4. Inspectors Jared Ellingson and Jon Knudsen noted that the number of inspections conducted on commercial work were higher than other contractors. Further, the commercial work performed by Maple Grove was performed in a non-workmanlike manner.

5. Steven France explained that his company had expanded and he felt he did not handle the expansion appropriately. In the weeks before our hearing, Mr. France had let go several staff members and was taking control of his company once again. He said he would make himself available to the city inspectors in the future by way of his cell phone.
6. Several jobs were discussed, especially the work at the LaPoblanita Restaurant at 1617 East Lake Street. Several issues remained unfinished and the owners were anxious to get the work finished. Mr. France agreed to make this job his priority to complete in the next several days.
7. Mr. France agreed to settle the issues the City raised in the next sixty days and restrict his work to residential mechanical work for the time being.

CONCLUSIONS

1. France LLC, dba Maple Grove Heating and Air Conditioning, failed to request final inspections as is required by the Uniform Mechanical Codes.
2. France LLC failed to return telephone calls from city inspections concerning work that did not conform to the Uniform Mechanical Codes.
3. France LLC failed to conform in a workmanlike manner and in compliance with Uniform Mechanical codes resulting in nine (9) citations of violations.

RECOMMENDATIONS


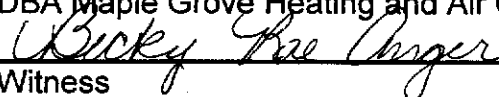
Mr. Steven France, France LLC, dba Maple Grove Heating and Air Conditioning agreed to limit his work in the City of Minneapolis to residential work and change his company's business practices to stop the violations listed above. With the understanding that limiting his work should result in fewer code issues, the License Division makes the following recommendations:

1. Mr. Steven France be assessed an administrative fine in the amount of \$2000.00. \$1500 of this fine is stayed pending no similar problems for a one-year period following the signing of this agreement. The remaining \$500 must be paid within six months. Mr. France owes over \$1500 in criminal fines for the

violation tags written by the Inspections Division. Mr. France will pay these fines within one week. Mr. France requested a six-month time period to pay the administrative fine.

2. Mr. Steve France agrees to answer all telephone inquiries from the City of Minneapolis Inspectors within a 24-hour period. If he fails to return calls from city inspectors within 24 hours, he will pay a \$50 administrative fine for each violations. The City will make exceptions to this fine if Mr. France is unavailable due to good cause. He also agrees to designate another party in his company to handle telephone inquiries in his absence.
3. Mr. Steve France will personally meet with the inspectors for final inspections. He will correct any violations by the due dates given him by the Mechanical Inspections. More than two citations in the next year will result in further negative license action. The inspectors will meet in six months to check the violation history for Maple Grove Heating and Air Conditioning. If the inspector is concerned over any operating practices of Maple Grove Heating and Air Conditioning, a hearing will be set to determine any further negative license action.
4. Maple Grove Heating and Air Conditioning has voluntarily agreed not to perform any further commercial mechanical work in the City of Minneapolis. If company officials decide they want to perform commercial work, they can recontact the License Department for reinstatement of the right to perform commercial work. The decision to reinstate Maple Grove Heating and Air Conditioning to commercial work will be based on the success of the outstanding work in the Minneapolis at the present time and the future conduct of the company with residential work. No new commercial work may be contracted for until such time as permission has been granted to resume such work.
5. Mr. Steve France agrees to complete all outstanding commercial work in the City of Minneapolis within the next sixty days. Failure to complete the current outstanding work could result in negative license action.

I have read the above report and recommendations. I agree with the report, and I agree with the above recommendations. I understand that failure on my part or the part of my business to adhere to this agreement with the Department may lead to further action against my license. I understand this report must be accepted by the Minneapolis City Council and signed by the Mayor. I understand that future violations may put my license in jeopardy.

	4-2-03
Mr. Steven France, France LLC	Date
DBA Maple Grove Heating and Air Conditioning	
	4-2-03
Witness	Date